

Lakeview Lodge
Lytham St Annes
Enter and View Report
Tuesday 20th August 2019
10:30am-12:30pm



DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

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Staff met during our visit:

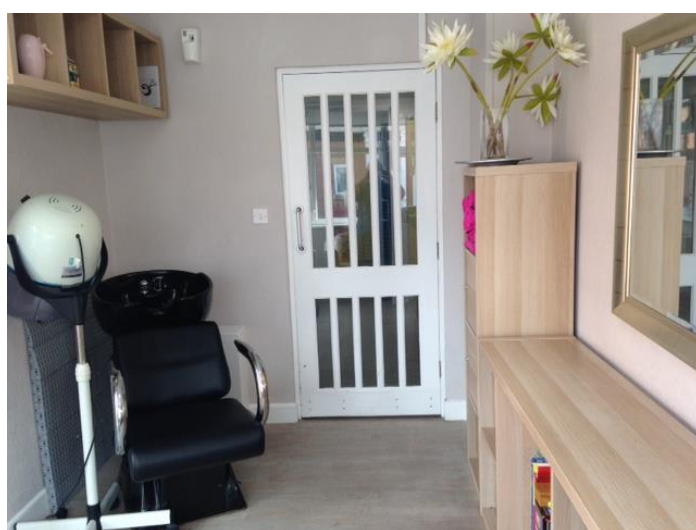
Mary Noone

Date and time of our visit:

Tuesday 20th August 2019
10:30-am - 12:30pm

Healthwatch Lancashire Authorised**Representatives:**

Jeanette Newman- Engagement Officer
(Lead)
Lynne Yates - Engagement Officer
Liz Butterworth - Engagement Officer



Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services. The representatives observe and speak to residents in communal areas only.

This visit was arranged as part of Healthwatch Lancashire's Enter and View schedule. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View authorised representatives record their observations along with feedback from residents, staff and, where possible, resident's families or friends.

The team compile a report reflecting these observations and feedback, making comment where appropriate. The report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk

Acknowledgements

Healthwatch Lancashire would like to thank Mary Noone, together with staff, residents and visitors, for making us feel welcome and taking part in the visit.

General Information

Lakeview Rest Home is privately owned by Lakeview Rest Homes Ltd with places for twenty eight residents. There were two vacancies at the time of our visit. The person in charge is Mary Noone.

Information obtained from Carehome.co.uk states that the home provides care for people from the ages of sixty five who are affected by dementia, old age, physical disability and sensory impairment.

Methodology

The Enter and View representatives made an announced visit on Tuesday 20th August 2019 10.30am to 12.30pm

We spoke to eight residents, five staff and one relative, where possible within the constraints of the home routine, people's willingness and ability to engage and access to people in public areas. Discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations on the environment and facilities.

As some residents were receiving visits, choosing to stay in their rooms or being nursed, we spoke with eight of the twenty six residents.

Our role at Healthwatch Lancashire is to gather the views of service users, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so. It is not our role to censor feedback from respondents.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

Observations were rated on Red, Amber, Green scale as follows;

Green = We would choose this home for a loved one.

Amber = We may choose this home if some improvements were made

Red = We would not choose this home for a loved one unless significant improvements were

Summary:

Lakeview Lodge is ideally located near the village of Ansdell with local amenities readily available. The location of the bus stops and train station make it easily accessible for visitors and staff. The care home is just five minutes walk from Fairhaven Lake, a local beauty spot with a café, giving residents and family an ideal place to visit.

Lakeview Lodge is being promoted as a place where special care will be given to those living with dementia. Staff were observed to be caring and willing to give person centred care to residents. Some respondents indicated staff are too busy at times to give the person centred care they would like to give. All the residents spoken to told us the staff are good, indicating they will go the extra mile to ensure residents are happy. *“(The carers are) very good - They put themselves out for you.”* Representatives did not observe much in the way of reminiscence aids or personalisation of doors with items such as memory boxes or memory trees in the homes environment which would be considered dementia friendly.

A unique feature of the home is an amazing sensory garden which has a special surface on the pathway to minimise the risk of harm should a resident fall. The garden is highly accessible through a door in the lounge. As the garden is open to the elements Healthwatch Lancashire representatives recommend the home considers putting in some protection from the wind such as an enclosed seating area for residents in response to some of them complaining they are cold outside.

The open plan of the downstairs area is clean and attractive with large windows. The seating is nicely arranged to make social interaction easy for residents. Representatives did feel the TV's were not best positioned for residents to enjoy uninterrupted viewing in a busy lounge. Respondents had observed a need for a quiet lounge for residents which visitors could also utilise if they wanted some privacy during their visit.

Residents largely told us the food was good with some residents requiring smaller portions or less salt. Drinks were readily available in the lounge. Some residents did not go to the dining room for their meals as they found it too busy.

Lakeview has a monthly schedule for activities and outings on a Thursday using the carehome minibus. Some residents told us they had nothing to do whilst others told us they had lots to do. Representatives observed some residents who were able to do individual activities engaged in them during our visit whilst others were observed to be unengaged in meaningful activity. An activity co-ordinator who is based on another site organises the activities for the home. Staff are keen to spend more time with residents.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

Green **Amber**

Enter and View observations

Pre-visit and location

Lakeview Rest Homes Ltd has as a helpful brochure which can be accessed from their website. Lakeview Lodge is included in the brochure as one of the care homes belonging to the group based in the Lytham St Annes area.

Lakeview Lodge is situated close to Fairhaven Lake with its wildfowl habitat, boating lake, plenty of benches and a café. It is an accessible and pleasant place to visit for residents and family of Lakeview Lodge.

The facility is located in the centre of the Lytham St Annes area. It is ideally located for the village of Ansdell being a short distance to shops, cafes, a railway station, and medical amenities. The bus stop for the main bus route is a short distance away on Clifton Drive. Staff tell us they are able to travel to work by bus.

Parking is available on the road outside Lakeview Lodge. There are also two parking spaces in front of the building. Healthwatch Representatives were able to easily park on the day of the Enter and View visit.

The home is signposted and easily identifiable from the road. An addition of a banner attached to the front fencing highlights the emphasis of the home as being for dementia care. It reads “Lakeview Lodge Dementia Care Home - Let us take SPECIAL care of you.”

Green

The external environment

The external environment is pleasant and well maintained. Lakeside Lodge has limited outdoor space which has been cleverly used to maximise the space and give good views from the home of the surrounding area. There are hanging baskets, window boxes and planter stands with an array of colourful plants which look welcoming and homely. A specially designed sensory garden and seating area creates a dementia friendly secure outdoor area for residents to enjoy. The path surface is constructed from coloured rubber crumb giving a safe even and softer surface in the event of a fall. The dementia friendly design and varying colours add interest to the garden. A raised bedding area in the centre of the sensory garden is chest height making it easy for residents to touch and smell the plant fragrances. A water feature in the centre of the display further adds interest and sound to the garden. Residents can access the garden through an open door from the home. Representatives observed residents using the garden during the Enter and View visit and considered the sensory garden to promote independence and provide stimulus to the residents using it. The garden is secured by railings and a magnetic

release gate which keeps residents secure whilst feeling open. Representatives consider the sensory garden to be a unique and person centred aspect of the care home. There is modern garden furniture in the sensory garden and additional garden benches and tables in a paved area to the side of the home providing seating for residents and visitors. Staff did tell us residents sometimes complain it is too cold and windy for them to sit out even when the weather is good. This they feel is because residents are used to sitting indoors. Healthwatch representatives felt the garden would benefit from an arbour or some other shelter to encourage residents to sit outside.

Lakeview Lodge is accessed by an intercom/coded pad system firstly into the garden area then into the home itself, making it secure and safe. The intercom was answered quickly during the Enter and View visit allowing us into the garden where we were greeted by Mary the Manager.

Green

The internal environment/reception-first impressions

Healthwatch representatives were made to feel welcome by both Mary and some of the residents as we stepped into the lounge area from the porch. We observed the care home has been recently refurbished in a contemporary style in light shades of lilac and blue. Mary informed us the home has used mood boards and the latest advice from Dementia UK before deciding on the décor, in order to create a calming atmosphere. The home felt pleasantly light and airy with no discernible odours. Residents appeared calm and relaxed.

A GDPR (general data protection regulation) compliant visitors book was available for use. In order to maintain confidentiality it allows the visitors name to remain hidden from other visitors whilst at the same time allowing friends and family to see if the resident has had any visitors.

Information and up to date notices on display included the CQC report, safeguarding details, the Healthwatch Lancashire poster announcing the Enter and View visit, a meal menu, newsletters, details of activities and singers who come to the Home. We observed picture frames displaying an array of residents partaking in the activities held at the care home. Mary told us these pictures are often used as conversation points with residents.

There was no pictorial display of staff details on the wall. The roles of staff could be identified by the different staff uniforms; green for carers and pink for seniors.

Green

The observation of corridors public toilets and bathrooms

There are few corridors at Lakeview due to structural changes opening up the downstairs rooms. Representatives observed this makes navigation easy for residents. However as there is limited corridor space for walking inside representatives observed this does impact on the busyness of the lounge area with mobile residents taking a stroll in the lounge. The narrow upstairs corridors are clean and bright due to the pastel colours and light wood effect flooring. We did not observe any personalisation of bedroom doors. They were numbered and painted in pastel colours of lilac, blue or pink. Representatives felt residents would benefit from pictures or items for reminiscence in the corridor areas which would also act as navigation aids for residents going to their rooms. Mary informed us some of the residents are able to use the lift unassisted. The safety of residents has been considered by gating off the stairs to stop residents going up or down them on their own.

The toilet doors and lift doors are painted a pale yellow, as per Dementia UK advice, and have pictorial signage so residents can easily identify them. Other area's were similarly identified by pictorial signage, such as the hairdressers, garden and activity room.

The residents and visitors have access to two toilets downstairs. As all resident bedrooms have ensuite facilities and staff have a separate facility representatives felt there is adequate provision in the communal area's. However it was observed there are no direction signs to the toilets for residents or visitors.

One of the toilets is in an access bathroom whilst the other is a small closet with a hand basin. It was observed the single toilet had a discernible odour and did not have contrasting seat or handrails. There was an ample supply of soap and towels in each of the public toilets.

The area connecting the hairdressing and activity area to the main lounge area was cluttered with wheelchairs and triwalkers. Their placement in front of two armchairs made the armchairs inaccessible for use by residents. Representatives observed an area under the stairwell opposite the lift, being used for the medicine trolley, which may be a better place for wheelchairs not being used. Their removal from the lounge area would make the lounge less cluttered and more homely.

Amber

The lounges, dining and other public areas

We observed the public areas to be clean, pleasant and comfortable. The building has been modified to open up previously small rooms to make a large open plan lounge which is overseen from an observation window in the manager's office. Mary is able to observe staff, resident and visitor interactions throughout the day.

The furniture in the lounge has been set out to maximise social spaces where residents can easily interact with each other. There are different compilations of

seating; two settees opposite each other in a bay window area with a coffee table in between; a settee and two chairs in a snug; two settees adjacent to each other at one end of the lounge; chairs and table in the activity area at the other end of the lounge; and armchairs around the perimeter in an area at one end of the lounge looking into the centre of the room. Representatives observed the seating arrangements were homely creating smaller spaces within the larger area for residents to interact with friends. It was observed some of the fabric arms of the settees are stained and would benefit from cleaning and arm protectors being placed on them to keep them clean in the future. The lounge benefits from large windows letting in a lot of natural light. One respondent commented *“They could do with some opening windows when it’s hot.”*

There are two TVs, one at either end of the lounge. Both TV’s were switched on during the Enter and View visit. However, we observed they were not easily seen or heard by most residents. We observed a resident viewing a TV opposite her had her viewing constantly interrupted by other residents and staff frequently walking in front of her and talking. The other TV was not within the view of most residents who were sitting at the side of the TV not in front of it. Representatives queried as to how people could watch TV with so much movement and noise. We were informed the TV’s usually have subtitles on them. Representatives considered the TV’s could be better located in the lounge area to maximise uninterrupted viewing.

There is no specific quiet room in Lakeview Lodge. Staff commented they thought residents would benefit from a quiet lounge. One resident commented *“I like my own space to be quiet. It’s noisy here.”* Representatives observed that although relatives could meet with a resident in the dining room, the sensory garden or the activity/hairdressing area, which would afford more privacy than the open lounge, the home would still benefit from a designated quiet lounge.

We observed free movement around the lounge and into the garden. Two residents frequently visited the dining room together as they walked around but they did not sit in there.

The dining room is pleasantly furnished in a beach theme. Seven washed wood effect laminate tables have ample seating and wheelchair spaces for residents. We were informed not all residents frequent the dining area. One resident eats from a tray and two other residents choose to sit at a table at the far end of the lounge because they don’t like the busyness of the dining room. A beach scene Muriel, white washed wood effect flooring and beach hut canvas pictures promoted a pleasant coastal dining experience. Lakeview has a two weekly menu on display with the daily menu being written up on a whiteboard. On the day of our visit there was a choice of beef stew or liver and onions for lunch and ham, egg and chips or salad for tea. According to the two weekly menu and from what residents told us there is also a pudding offered at meal times. This was not written up in

the daily menu. Mary informed us the pictorial menu is no longer used as the pictures of meals do not look the same as the meals the residents are being served, causing confusion to the residents. The meal times poster indicated meals are served 8.30 to 9pm for breakfast, Lunch at 12.30pm, and Tea 4.30 to 5pm. Residents mainly told us they liked the meals with a few indicating they would like smaller portions or less salt in their food. A staff member made the comment *“The food needs to be adjusted for people with dementia. I would like to see more mashed potato as it’s easier for them to eat.”*

Amber Green

Observations of resident and staff interactions

Representatives observed a busy home with some respondents indicating staff are particularly busy in the morning time. Some respondents have also indicated they feel staffing levels feel low. One visitor commented *“I think it’s very short staffed.”* And one resident added *“They (staff) are a bit rushed: Too many (residents) to look after.”* Whilst some staff feel residents care would benefit with an extra member of staff on the morning shift, the staff confirmed to us the home has a complete staff rota and is able to draw on staff from other care homes within the group if they are short staffed. Representatives observed staff to be attentive to residents addressing them by their first name and asking them if they were okay when passing them. Respondent comments about staff and how they carry out their caring role were generally positive *“The carers are very pleasant. They are nice to us, they don’t make us feel inferior.” “The staff are great.”*

During the Enter & View visit we observed some residents doing individual activities such as colouring, doing a jigsaw, watching TV, walking in the Sensory Garden or lounge. Other residents were inactive, either sleeping in chairs or watching others without interacting. Staff informed us the Activity Co-Ordinator organises activities from The Moorings, another home in the group, and Mary encourages staff to offer person centred care. Some residents told us they don’t have much to do or they want to do more, whilst others told us they have lots to occupy them. We did not observe any member of staff helping with activities on the morning of our visit. Staff told us they get to do more with residents in the afternoons *and when others go out for trips on Thursdays*. One member of staff commented *“(We) Mostly (get to deliver person centred care), especially in the afternoons. There is a bus trip on a Thursday so we get chance to sit with residents and give (person centred) care.”*

The home has a monthly activities schedule with games and cooking being displayed for the day of the Enter and View visit. There were also a number of posters on display advertising various events including singers, entertainers,

exercise and sing-a-longs. The posters make it clear visitors and residents are welcome to join the activities on offer.

Staff did suggest residents would benefit from the home offering aromatherapy, pamper sessions, a sensory room and quiet room to improve the offer to residents. All staff spoken to said they were happy working at Lakeview and would recommend it to a friend or relative who was in need of care.

Green Amber

Additional information

Feedback from residents

Environment

"I've got a nice room. It's suitable."

"It's nice and light."

"I like my own space to be quiet. It's noisy here."

"I have my own room."

"Quite good here."

"Lovely here."

"Lovely."

"Very nice."

Activities

"We don't do anything particular. You get put in here (lounge) and that's it."

"I'd love to go out on trips. There's nothing going on. I would love to go out."

"I could do colouring."

"Yes I do things."

"I do something everyday. There are various things going on. I go on a shopping trip. I go on a walk, it's lovely."

"There is a singer in sometimes."

Care

"The carers are very pleasant. They are nice to us, they don't make us feel inferior."

"They look after me."

"They are a bit rushed. Too many to look after."

"Lovely, I like them (carers). They are very good and they spoil me."

"The staff are fine."

"There are some good carers here."

"(Carers are) very good - They put themselves out for you."

"They see that you are safe."

"Good."

Food

"The food is not bad. There is a choice. I love fish. My father was in catering and we ate well."

"It's alright but I am not really a food person."

"I don't like the meals. I have asked for a child's portion, but I don't get it."

"I don't want feeding up with salt."

"I get very full sometimes. I can't eat a pudding."

"I like it."

"In general it's alright."

"Good."

"Very nice."

Relatives and friends' views

How do you feel generally about the service?

"I think it's very short staffed. They could do with some opening windows when it's hot. The staff are great."

Do you think that you are kept informed about your relative e.g. Health and future care plans?

"We are local. They tell us what's going on. They will ring up. We have the falls people to advise (us)."

Do you know how to make a complaint if you need to?

"Yes to the Manager or Assistant Manager."

Are you aware of the social activities at the service and do you feel welcomed to join in?

“Nearly every Thursday they go out on a trip. They have a bus. We take him out. We could stay if we wanted. They had a party for us for his 80th.”

Would you recommend this service to others?

“Yes I would, but they should have more staff. Some of the residents need more attention than they get.”

Staff views

Do you have enough staff when on duty?

“Yes generally. If we are short we ring people at home, but we have three other care homes and we can ask them to help out.”

“No. There are three carers and one senior on who does the medicine round so cannot be disturbed: Two carers who do the double up residents and one single carer. We could do with one more carer for showers etc.”

“No. The afternoon is fine but the mornings are too busy. We struggle to give the residents the attention they need as we have to get the work done.”

“Yes some days we have four or five staff on. The shift pattern is 8-8, 8-2 and 2-8.”

Do you feel supported to carry out person centred care?

“Mostly, especially in the afternoons. There is a bus trip on a Thursday so we get chance to sit with residents and give (person centred) care.”

“Rachel the Activity Co-ordinator is based at The Moorings (another care home in the group). She organises things for the residents to do.”

“Yes I do, Mary always encourages us.”

“Yes we are supported by the Seniors. We could do with an aromatherapy sensory room as when we take residents into the sensory garden they complain it’s a bit chilly for them.”

“Pamper sessions would be good and a quiet room.”

“The food needs to be adjusted for people with dementia. I would like to see more mashed potato as it’s easier for them to eat.”

“Yes definitely.”

Do you feel you have enough training to carry out your duties well?

“Yes definitely. In house for fire drill. We can share with one of the other homes training.”

“Yes so much training.”

“We go to The Moorings for a whole week. I have done Dementia Awareness training including Challenging Behaviour. We did the Red Criers workbook; practical training it really makes you aware of what dementia is like and how it affects you.”

“I have had moving and handling. I started by shadowing person centred care here. I am doing on the job training at the moment.”

Are you happy working here?

“Yes I am, three years here. Everyone pulls their weight here. Everyone comments on how nice and friendly it is here.”

“Yes we are all like one big family. I get treated right and I get listened to.”

“Yes it’s like family. I feel supported and I have a laugh.”

“Love it here. It’s the best place to work.”

“The rota’s are really accommodating for my own needs.”

“I love the staff here.”

Would you be happy to recommend this care home to a close relative?

“Yes I would. I’m not fibbing I would.”

“Yes I would know they were going to get treated properly.”

“Yes residents get looked after. I have worked in worse care homes.”

“Absolutely yes.”

Response from provider



Lakeview Lodge
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Dear Jeanette

Many thanks for sending the draft report following your visit to Lakeview Lodge.
Please see below our response.

Lakeview Lodge re-launched as a residential dementia home in October 2018 following an extensive refurbishment to create a dementia friendly indoor and outdoor environment. The home is relatively small in size and the communal areas are multi purpose. The communal lounge space is separated into different areas with seating in a variety of textures and styles and different flooring allowing residents to choose what they would prefer. There is also the option to sit in a quieter area or besides the large windows. The open plan design allows residents to move freely around the different areas independently, or with assistance from a staff member if required. We encourage the residents utilise all of the communal areas and they can often be found moving from one side to another depending on what activities are happening and if they wish to participate in these. The cluster seating areas also encourage and promote positive communication between the residents and gives them an intimate area to have a chat with friends or family.

There is a bi weekly menu in place which is followed, however due to choice and/or cognitive ability, residents will often not want what they have chosen or what is on the menu. The chef is able to provide ad-hoc meals for residents who have changed their mind or do not want to eat what they have ordered. The care staff are also aware of each individuals likes and dislikes and ensure their preferences are met whether this be how they like their drinks or their portion size preference. Some residents will go through several meals made for them and not like any. Desserts are not displayed daily on the menu as we stock a variety of choices and each resident is asked at the time what they would prefer.

The company employ an activity coordinator who assists with the monthly planning of the events. These are then facilitated daily by the care staff This is considered when looking at staff levels and activities are incorporated into the weekly rota. In the morning we focus individual activities due to the residents having choice when they would like to get up and have breakfast. The carers initiate activities like games, jigsaws and puzzles or sitting talking with them. Group activities take place each afternoon. Each resident has a completed life story to aid the carers in initiating conversation and reminiscence. Some residents have pictorial memory books made with photo's provided by relatives. Unfortunately, not all residents have relatives and so pictures are not available. All residents are offered all activities and trips. Some residents do not wish to engage in activities or company despite encouragement, relatives often express that this was the personality throughout their life.

At Lakeview Lodge we pride ourselves in providing a suitable environment with a high standard of cleanliness and hygiene. Our housekeeping and maintenance team ensure the environment is safe and clean to enable the care staff to focus solely on the care of the residents.

We spend time before and after admission getting to know people, their family and their life history in order to provide person centred care and meet their likes and dislikes. We do not just meet physical needs but emotional and social and take into account the different choices, ages, cultures and abilities within the home. As with many that have dementia choices and abilities can change within a short space of time and no two hours are the same within the home therefore, we have to adapt our working practice to meet the needs of the residents at that time. Staff are trained in sensory dementia to have a better understanding of this and enable a positive outcome for each individual residing in the home.

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